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JARDINE GOUGIS

**UNITED STATES DISTRICT COURT  
CENTRAL DISTRICT OF CALIFORNIA**

JARDINE GOUGIS,  
Plaintiff,  
vs.

GENOVEVA CACHU D/B/A DEMURE;  
SHARON ELLIOTT HANOCA, AS  
TRUSTEE OF THE C. MICHAEL  
ELLIOTT TRUST; and DOES 1 to 10,  
Defendants.

**Case No.:**

COMPLAINT FOR INJUNCTIVE  
RELIEF AND DAMAGES FOR DENIAL  
OF CIVIL RIGHTS OF A DISABLED  
PERSON IN VIOLATIONS OF

1. AMERICANS WITH DISABILITIES  
ACT, 42 U.S.C. §12131 et seq.;
2. CALIFORNIA'S UNRUH CIVIL  
RIGHTS ACT;
3. CALIFORNIA'S DISABLED  
PERSONS ACT;
4. CALIFORNIA HEALTH & SAFETY  
CODE;
5. NEGLIGENCE

Plaintiff JARDINE GOUGIS ("Plaintiff") complains of Defendants GENOVEVA CACHU D/B/A DEMURE; SHARON ELLIOTT HANOCA, AS TRUSTEE OF THE C. MICHAEL ELLIOTT TRUST; and DOES 1 to 10 ("Defendants") and alleges as follows:

**PARTIES**

1  
2 1. Plaintiff is a California resident with a physical disability. Plaintiff is  
3 diagnosed with osteoarthritis on both hips and is substantially limited in her ability to  
4 walk. Plaintiff requires the use of a wheelchair at all times when traveling in public.

5 2. Defendants are, or were at the time of the incident, the real property owners,  
6 business operators, lessors and/or lessees of the real property for a hair stylist  
7 (“Business”) located at or about 54 N. Lake Ave., Pasadena, California.

8 3. The true names and capacities, whether individual, corporate, associate or  
9 otherwise of Defendant DOES 1 through 10, and each of them, are unknown to Plaintiff,  
10 who therefore sues said Defendants by such fictitious names. Plaintiff will ask leave of  
11 Court to amend this Complaint when the true names and capacities have been  
12 ascertained. Plaintiff is informed and believes, and, based thereon, alleges that each such  
13 fictitiously named Defendants are responsible in some manner, and therefore, liable to  
14 Plaintiff for the acts herein alleged.

15 4. Plaintiff is informed and believes, and thereon alleges that, at all relevant  
16 times, each of the Defendants was the agent, employee, or alter-ego of each of the other  
17 Defendants, and/or was acting in concert with each of the other Defendants, and in doing  
18 the things alleged herein was acting with the knowledge and consent of the other  
19 Defendants and within the course and scope of such agency or employment relationship.

20 5. Whenever and wherever reference is made in this Complaint to any act or  
21 failure to act by a defendant or Defendants, such allegations and references shall also be  
22 deemed to mean the acts and failures to act of each Defendant acting individually, jointly  
23 and severally.

24 **JURISDICTION AND VENUE**

25 6. The Court has jurisdiction of this action pursuant to 28 USC §§ 1331 and  
26 1343 for violation of the Americans with Disabilities Act of 1990, (42 USC §12101, *et*  
27 *seq.*).  
28



1 failed to post required signage such as “Van Accessible,” “Minimum  
2 Fine \$250” and “Unauthorized Parking.”

3 d. Defendants failed to comply with the federal and state standards for  
4 the parking space designated for persons with disabilities. Defendants  
5 failed to provide proper van accessible space designated for the  
6 persons with disabilities.

7 e. Defendants failed to comply with the federal and state standards for  
8 the parking space designated for persons with disabilities. Defendants  
9 failed to paint the ground as required.

10 f. Defendants failed to comply with the federal and state standards for  
11 the parking space designated for persons with disabilities. Defendants  
12 failed to mark the space with the International Symbol of  
13 Accessibility.

14 g. Defendants failed to maintain accessibility for persons with  
15 disabilities to comply with the federal and state standards. Defendants  
16 failed to provide at least one accessible entrance as required as there  
17 were stairs instead of a compliant ramp.

18 14. These barriers and conditions denied Plaintiff full and equal access to the  
19 Business and caused Plaintiff difficulty and frustration. Plaintiff wishes to return and  
20 patronize the Business; however, Plaintiff is deterred from visiting the Business because  
21 her knowledge of these violations prevents her from returning until the barriers are  
22 removed.

23 15. Based on the violations, Plaintiff alleges, on information and belief, that  
24 there are additional barriers to accessibility at the Business after further site inspection.  
25 Plaintiff seeks to have all barriers related to her disability remedied. *See Doran v. 7-*  
26 *Eleven, Inc.* 524 F.3d 1034 (9<sup>th</sup> Cir. 2008).  
27  
28



otherwise treated differently than other individuals because of the absence of auxiliary aids and services, unless the entity can demonstrate that taking such steps would fundamentally alter the nature of the good, service, facility, privilege, advantage, or accommodation being offered or would result in an undue burden. 42 U.S.C. § 12182(b)(2)(A)(iii).

c. A failure to remove architectural barriers, and communication barriers that are structural in nature, in existing facilities, and transportation barriers in existing vehicles and rail passenger cars used by an establishment for transporting individuals (not including barriers that can only be removed through the retrofitting of vehicles or rail passenger cars by the installation of a hydraulic or other lift), where such removal is readily achievable. 42 U.S.C. § 12182(b)(2)(A)(iv).

d. A failure to make alterations in such a manner that, to the maximum extent feasible, the altered portions of the facility are readily accessible to and usable by individuals with disabilities, including individuals who use wheelchairs or to ensure that, to the maximum extent feasible, the path of travel to the altered area and the bathrooms, telephones, and drinking fountains serving the altered area, are readily accessible to and usable by individuals with disabilities where such alterations to the path or travel or the bathrooms, telephones, and drinking fountains serving the altered area are not disproportionate to the overall alterations in terms of cost and scope. 42 U.S.C. § 12183(a)(2).

21. Where parking spaces are provided, accessible parking spaces shall be provided. 1991 ADA Standards § 4.1.2(5); 2010 ADA Standards § 208. One in every eight accessible spaces, but not less than one, shall be served by an access aisle 96 in (2440 mm) wide minimum and shall be designated “van accessible.” 1991 ADA

Standards § 4.1.2(5)(b). For every six or fraction of six parking spaces, at least one shall be a van accessible parking space. 2010 ADA Standards § 208.2.4.

22. Under the ADA, the method and color of marking are to be addressed by State or local laws or regulations. See 36 C.F.R., Part 1191. Under the California Building Code (“CBC”), the parking space identification signs shall include the International Symbol of Accessibility. Parking identification signs shall be reflectorized with a minimum area of 70 square inches. Additional language or an additional sign below the International Symbol of Accessibility shall state “Minimum Fine \$250.” A parking space identification sign shall be permanently posted immediately adjacent and visible from each parking space, shall be located with its centerline a maximum of 12 inches from the centerline of the parking space and may be posted on a wall at the interior end of the parking space. See CBC § 11B-502.6, et seq.

23. Moreover, an additional sign shall be posted either in a conspicuous place at each entrance to an off-street parking facility or immediately adjacent to on-site accessible parking and visible from each parking space. The additional sign shall not be less than 17 inches wide by 22 inches high. The additional sign shall clearly state in letters with a minimum height of 1 inch the following: “Unauthorized vehicles parked in designated accessible spaces not displaying distinguishing placards or special license plates issued for persons with disabilities will be towed away at the owner’s expense...” See CBC § 11B-502.8, et seq.

24. Here, Defendants failed to provide any parking space designated for persons with disabilities. Defendants also failed to provide the parking space identification sign with the International Symbol of Accessibility. In addition, Defendants failed to provide the signs stating, “Minimum Fine \$250” and “Van Accessible.” Moreover, Defendants failed to provide the additional sign with the specific language stating “Unauthorized vehicles parked in designated accessible spaces not displaying distinguishing placards or special license plates issued for persons with disabilities will be towed away at the owner’s expense...”

1           25. For the parking spaces, access aisles shall be marked with a blue painted  
2           borderline around their perimeter. The area within the blue borderlines shall be marked  
3           with hatched lines a maximum of 36 inches (914 mm) on center in a color contrasting  
4           with that of the aisle surface, preferably blue or white. The words "NO PARKING" shall  
5           be painted on the surface within each access aisle in white letters a minimum of 12 inches  
6           (305 mm) in height and located to be visible from the adjacent vehicular way. CBC §  
7           11B-502.3.3.

8           26. Here, Defendants failed to provide a proper access aisle as there were no  
9           "NO PARKING" marking and blue hatched lines painted on the parking surface.  
10          Moreover, Defendants failed to provide the access aisle with the minimum width of 96  
11          inches.

12          27. The surface of each accessible car and van space shall have surface  
13          identification complying with either of the following options: The outline of a profile  
14          view of a wheelchair with occupant in white on a blue background a minimum 36" wide  
15          by 36" high (914 mm x 914 mm). The centerline of the profile view shall be a maximum  
16          of 6 inches (152 mm) from the centerline of the parking space, its sides parallel to the  
17          length of the parking space and its lower side or corner aligned with the end of the  
18          parking space length or by outlining or painting the parking space in blue and outlining  
19          on the ground in white or a suitable contrasting color a profile view of a wheel chair with  
20          occupant. See CBC § 11B-502.6.4, et seq.

21          28. Here, Defendants failed to paint the International Symbol of Accessibility on  
22          the surface as required.

23          29. At least one accessible route shall connect accessible building, facilities,  
24          elements, and spaces that are on the same site. 1991 ADA Standards § 4.3.2. A public  
25          accommodation shall maintain in operable working condition those features of facilities  
26          and equipment that are required to be readily accessible to and usable by persons with  
27          disabilities by the Act or this part. 28 C.F.R. 35.211(a).

1           30. Here, Defendants failed to provide at least one accessible entrance to the  
2 Business as the entrance had stairs instead of a proper ramp.

3           31. A public accommodation shall maintain in operable working condition those  
4 features of facilities and equipment that are required to be readily accessible to and usable  
5 by persons with disabilities by the Act or this part. 28 C.F.R. 35.211(a).

6           32. By failing to maintain the facility to be readily accessible and usable by  
7 Plaintiff, Defendants are in violation of Plaintiff's rights under the ADA and its related  
8 regulations.

9           33. The Business has denied and continues to deny full and equal access to  
10 Plaintiff and to other people with disabilities. Plaintiff has been and will continue to be  
11 discriminated against due to the lack of accessible facilities, and therefore, seeks  
12 injunctive relief to alter facilities to make such facilities readily accessible to and usable  
13 by individuals with disabilities.

14                           **SECOND CAUSE OF ACTION**

15                           **VIOLATION OF THE UNRUH CIVIL RIGHTS ACT**

16           34. Plaintiff incorporates by reference each of the allegations in all prior  
17 paragraphs in this complaint.

18           35. California Civil Code § 51 states, "All persons within the jurisdiction of this  
19 state are free and equal, and no matter what their sex, race, color, religion, ancestry,  
20 national origin, disability, medical condition, genetic information, marital status, sexual  
21 orientation, citizenship, primary language, or immigration status are entitled to the full  
22 and equal accommodations, advantages, facilities, privileges, or services in all business  
23 establishments of every kind whatsoever."

24           36. California Civil Code § 52 states, "Whoever denies, aids or incites a denial,  
25 or make any discrimination or distinction contrary to Section 51, 51.5, or 51.6, is liable  
26 for each and every offense for the actual damages, and any amount that may be  
27 determined by a jury, or a court sitting without a jury, up to a maximum of three times the  
28 amount of actual damage but in no case less than four thousand dollars (\$4,000) and any

1 attorney's fees that may be determined by the court in addition thereto, suffered by any  
2 person denied the rights provided in Section 51, 51.5, or 51.6.

3 37. California Civil Code § 51(f) specifies, "a violation of the right of any  
4 individual under federal Americans with Disabilities Act of 1990 (Public Law 101-336)  
5 shall also constitute a violation of this section."

6 38. The actions and omissions of Defendants alleged herein constitute a denial  
7 of full and equal accommodation, advantages, facilities, privileges, or services by  
8 physically disabled persons within the meaning of California Civil Code §§ 51 and 52.  
9 Defendants have discriminated against Plaintiff in violation of California Civil Code §§  
10 51 and 52.

11 39. The violations of the Unruh Civil Rights Act caused Plaintiff to experience  
12 difficulty, discomfort, or embarrassment. The Defendants are also liable for statutory  
13 damages as specified in California Civil Code §55.56(a)-(c).

### 14 **THIRD CAUSE OF ACTION**

#### 15 **VIOLATION OF CALIFORNIA DISABLED PERSONS ACT**

16 40. Plaintiff incorporates by reference each of the allegations in all prior  
17 paragraphs in this complaint.

18 41. California Civil Code § 54.1(a) states, "Individuals with disabilities shall be  
19 entitled to full and equal access, as other members of the general public, to  
20 accommodations, advantages, facilities, medical facilities, including hospitals, clinics,  
21 and physicians' offices, and privileges of all common carriers, airplanes, motor vehicles,  
22 railroad trains, motorbuses, streetcars, boats, or any other public conveyances or modes  
23 of transportation (whether private, public, franchised, licensed, contracted, or otherwise  
24 provided), telephone facilities, adoption agencies, private schools, hotels, loading places,  
25 places of public accommodations, amusement, or resort, and other places in which the  
26 general public is invited, subject only to the conditions and limitations established by  
27 law, or state or federal regulation, and applicable alike to all persons.

42. California Civil Code § 54.3(a) states, “Any person or persons, firm or corporation who denies or interferes with admittance to or enjoyment of public facilities as specified in Sections 54 and 54.1 or otherwise interferes with the rights of an individual with a disability under Sections 54, 54.1 and 54.2 is liable for each offense for the actual damages, and any amount as may be determined by a jury, or a court sitting without a jury, up to a maximum of three times the amount of actual damages but in no case less than one thousand dollars (\$1,000) and any attorney’s fees that may be determined by the court in addition thereto, suffered by any person denied the rights provided in Section 54, 54.1, and 54.2.

43. California Civil Code § 54(d) specifies, “a violation of the right of an individual under Americans with Disabilities Act of 1990 (Public Law 101-336) also constitute a violation of this section, and nothing in this section shall be construed to limit the access of any person in violation of that act.

44. The actions and omissions of Defendants alleged herein constitute a denial of full and equal accommodation, advantages, and facilities by physically disabled persons within the meaning of California Civil Code § 54. Defendants have discriminated against Plaintiff in violation of California Civil Code § 54.

45. The violations of the California Disabled Persons Act caused Plaintiff to experience difficulty, discomfort, and embarrassment. The Defendants are also liable for statutory damages as specified in California Civil Code §55.56(a)-(c).

#### **FOURTH CAUSE OF ACTION**

##### **CALIFORNIA HEALTH & SAFETY CODE § 19955, et seq.**

46. Plaintiff incorporates by reference each of the allegations in all prior paragraphs in this complaint.

47. Plaintiff and other similar physically disabled persons who require the use of a wheelchair are unable to use public facilities on a “full and equal” basis unless each such facility is in compliance with the provisions of California Health & Safety Code §

1 19955 et seq. Plaintiff is a member of the public whose rights are protected by the  
2 provisions of California Health & Safety Code § 19955 et seq.

3 48. The purpose of California Health & Safety Code § 1995 et seq. is to ensure  
4 that public accommodations or facilities constructed in this state with private funds  
5 adhere to the provisions of Chapter 7 (commencing with Section 4450) of Division 5 of  
6 Title 1 of the Government Code. The code relating to such public accommodations also  
7 requires that “when sanitary facilities are made available for the public, clients, or  
8 employees in these stations, centers, or buildings, they shall be made available for  
9 persons with disabilities.

10 49. Title II of the ADA holds as a “general rule” that no individual shall be  
11 discriminated against on the basis of disability in the full and equal enjoyment of goods  
12 (or use), services, facilities, privileges, and accommodations offered by any person who  
13 owns, operates, or leases a place of public accommodation. 42 U.S.C. § 12182(a).  
14 Further, each and every violation of the ADA also constitutes a separate and distinct  
15 violation of California Civil Code §§ 54(c) and 54.1(d), thus independently justifying an  
16 award of damages and injunctive relief pursuant to California law, including but not  
17 limited to Civil Code § 54.3 and Business and Professions Code § 17200, et seq.

18 **FIFTH CAUSE OF ACTION**

19 **NEGLIGENCE**

20 50. Plaintiff incorporates by reference each of the allegations in all prior  
21 paragraphs in this complaint.

22 51. Defendants have a general duty and a duty under the ADA, Unruh Civil  
23 Rights Act and California Disabled Persons Act to provide safe and accessible facilities  
24 to the Plaintiff.

25 52. Defendants breached their duty of care by violating the provisions of ADA,  
26 Unruh Civil Rights Act and California Disabled Persons Act.

27 53. As a direct and proximate result of Defendants’ negligent conduct, Plaintiff  
28 has suffered damages.

**PRAYER FOR RELIEF**

WHEREFORE, Plaintiff respectfully prays for relief and judgment against Defendants as follows:

1. For preliminary and permanent injunction directing Defendants to comply with the Americans with Disability Act and the Unruh Civil Rights Act;
2. Award of all appropriate damages, including but not limited to statutory damages, general damages and treble damages in amounts, according to proof;
3. Award of all reasonable restitution for Defendants' unfair competition practices;
4. Reasonable attorney's fees, litigation expenses, and costs of suit in this action;
5. Prejudgment interest pursuant to California Civil Code § 3291; and
6. Such other and further relief as the Court deems just and proper.

**DEMAND FOR TRIAL BY JURY**

Pursuant to Rule 38(b) of the Federal Rules of Civil Procedure, Plaintiff hereby demands a trial by jury on all issues so triable.

Dated: May 1, 2024

SO. CAL. EQUAL ACCESS GROUP

By: /s/ Jason J. Kim  
Jason J. Kim, Esq.  
Attorneys for Plaintiff